

**Washington State Department of Social and Health Services
Office of the Deaf and Hard of Hearing
Olympia, Washington**

JOB ANNOUNCEMENT

Classification:	Social & Health Program Manager 1 (SHPM1)
Working Title:	Telecommunications Relay Service Program Manager
Salary Range:	\$34,092 – 43,644 plus benefits
Deadline:	Until filled

ODHH Profile: ODHH is organized within the Department of Social and Health Services (DSHS), in Olympia, Washington. ODHH provides an array of services to the deaf, hard of hearing and deaf-blind communities throughout Washington State. Services include Telecommunication Relay Services, telecommunication equipment distribution, Regional Service Centers on Deaf and Hard of Hearing contracts, videoconferencing sites, information & referral, outreach & training. There are approximately 506,000 individuals with a hearing loss in Washington, including 12,600 individuals who are profoundly deaf. <http://odhh.dshs.wa.gov>

Duties: Design, implement, develop and administer a Telecommunications Relay Services (TRS) program through contract(s) with a licensed common carrier. Maintain the DSHS Federal Communications Commission (FCC) state certification. Develop program guidelines, forms and related materials. Analyze, summarize and report fiscal and programmatic data to management to identify problems, trends, efficiencies and effectiveness of the delivery system. Act as the ODHH FCC Compliance Officer to receive, evaluate, investigate and mediate initial, recurring or appealed consumer complaints and/or satisfaction with the Telecommunications Relay Service in accordance with federal regulations.

Special Requirement: Fluency in American Sign Language is required.

Application: Applicants will need to complete the state application available through the Department of Personnel website
<http://hr.dop.wa.gov/statejobs/bulletins/current/14382ocs.htm>

On the application:

- Be sure to indicate recruitment announcement number # **1-4-382-OCS**
- Be sure to indicate American Sign Language in Part 2 Background Info for languages you speak, read, or write fluently.

Please also submit a current resume to:

Director
Office of the Deaf and Hard of Hearing
Post Office Box 45300
Olympia, Washington 98504-5300

The State of Washington is an equal opportunity employer. Persons with a disability who need assistance in the application or testing process, or those needing the application or testing information in an alternate format may call (360) 664-1960 or (360) 664-6211 TTY.